

## HEATBASE Ltd Factsheet 46

### Complaints and Inspections

Version 2 September 2016

Although we aim to provide the best Customer Service through all aspects of our business, at the end of the day we're only human and like everyone else we can make mistakes. If you feel we have not met these standards please be sure to inform us, as without feedback we cannot rectify any potential issues regarding the services we provide.

From time to time we may randomly select customers for an additional visit or Inspection where we have recently attended a Service or Breakdown. The idea of this is so we can check that the Technician that Serviced or Repaired the appliance has not missed any potential problems or issues. If we contact you asking if we can attend again please don't think it's because the Technician has done anything wrong, it is only to try to ensure that we are giving the best Service possible. The visit will be free of charge.